



Via Overnight Mail  
November 24, 2008

**To: Lexus Service Managers and Parts Managers**

**Subject: Owner Renotification of Non-Completed Service Campaign**

Service campaign completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet our customers' expectations of Lexus products. In order to assure customer satisfaction, Lexus will renotify owners whose vehicles have not yet had SSC 7LB (ES 350 All Weather Floor Mat Accessory for 2007 and Early 2008 Model Year Vehicles) completed.

We request your assistance in completing the applicable campaign repairs as owners receive the renotification and contact your dealership. The owner renotification will begin in early December, 2008, approximately one week after the dealer notification. The letters will be mailed over a period of several weeks.

**Technical Instructions:** Technical instructions to conduct this campaign can be found on TIS.

**Number of Involved ES 350 All Weather Floor Mats:** Dealer parts sales lists (to be used for reference in ordering parts) for SSC 7LB and a non-completed VIN list have been enclosed with this letter. Lexus requests that your dealership only order parts based on customer appointments. Many vehicles on the non-completed VIN list do not have the all weather floor mat accessory and only require the completion and return of the SSC 7LB response card.

**Vehicles in Dealer Stock:** Dealerships are requested to perform campaign procedures on any vehicles in your stock prior to delivery. Always verify vehicle eligibility by consulting Dealer Daily/TIS prior to performing repairs.

Please review this letter with your staff to familiarize them with the proper procedure for this Service Campaign.

Thank you for your cooperation.

Jerry Marcotti  
Service and Parts Field Operations Manager